



JOB DESCRIPTION

Job Title: Field Technician / Network Administrator

Department: Service and Support

Reports to: Service Desk Manager

GENERAL SUMMARY:

The Field Technician role is responsible for providing onsite presence and remote support to Enertron customers.

Essential Duties and Responsibilities:

- Routinely travel to client sites and resolve issues that vary on a day-to-day basis
- Interact with clients daily and provide technical triage
- Installation and configuration of new client equipment along with migrations from existing equipment which can include workstations, laptops, servers, switches, firewalls, etc.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware, Citrix, and Microsoft
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Administer hosted and cloud solutions for Clients using technologies that meet their requirements
- Support disaster recovery solutions
- Remote access solution support: VPN, Terminal Services, and Citrix
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review
- Document maintenance for all computer systems and network infrastructure
- Communication with Clients as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

Additional Duties and Responsibilities:

- Improve Client service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the Client and how IT relates to their business strategy and goals
- Obsess about documenting internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in ConnectWise as it occurs
- Work through project tickets and phases in ConnectWise as assigned by others
- Enter all work as service or project tickets into ConnectWise

Knowledge, Skills, and/or Abilities Required:

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Cisco CCNA, or VMware VCP
- Interpersonal skills: such as telephony skills, communication skills, active listening and Client-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness – ability to make decisions based on the big picture and impact across an organization
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment